

Professional and Managerial Branch  
Code Compliance Group  
Building Services Series

**CUSTOMER RELATIONS MANAGER**

03/02 (REB)

**General Purpose**

Under direction, plan, organize and manage building services customer service division by responding to inquiries and complaints, providing interpretation of codes and expediting permitting, licensing and inspections.

**Typical Duties:**

Provide high-level customer service to customers of building services. Involves: Review of customer service operations. Plan, coordinate and manage new services to customers. Interpret and explain building codes and rules and regulations to contractors and the public. Prepare responses to customers and direct to appropriate areas for assistance. Investigate and resolve issues and complaints regarding specific jobs between the City and customers. Act as a liaison between the customer and assigned department. Utilize mediation to resolve customer complaints and recommend appropriate action to resolve issues. Testify in court or before boards of appeal.

Perform permit application review and processing, building plan review and inspection. Involves: Review and interpretation of building codes (building, zoning, fire, plumbing, electrical, etc.). Review staff inspections. Review and implementation of new review and inspection processes to streamline permit application and plan review process. Interpret and apply codes to differing situations. Enforce building codes. Perform field inspections to review jobs and investigate complaints. Visit residential, commercial and industrial building sites to inspect construction. Issue certificates of occupancy.

Compile reports and status updates. Involves: Coordinate with other City departments on special projects, as assigned. Maintain filing system logs and keep records and reports. Records management. Statistically analyze data, document, organize and present findings. Manage and maintain department-specific software systems, including department website. Respond to open records requests.

Provide administrative support. Involves: Develop objectives and timelines for the division. Provide monthly reports based review of progress. Monitor expenditures and project anticipated needs of the division based on the Building Services Department goals and objectives. Participate in partnering efforts with other city departments or divisions. Provide input and technical support to various City boards, committees, commissions, City Council, City management and Mayor. Respond to media, television and newsprint requests for information. Respond to Open Record Requests. Handle telephone calls requesting information or filing complaints. Route complaints to appropriate section or individual. Handle the more sensitive or highly political investigations and cases. Conduct speaking engagements at citizens groups, City Representatives meetings with the public. Research changes in codes and regulations.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development; enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

**Knowledge, Skills, and Abilities**

- Considerable knowledge of Municipal, Building, Fire, Plumbing and Electrical codes and other applicable codes, zoning regulations, ordinances, policies and procedures.
- Considerable knowledge of architectural, engineering and design techniques, construction plan review, building inspection techniques and code enforcement.
- Considerable knowledge of customer relations techniques, including negotiation and problem-solving.
- Good knowledge statistics and research methodology.
- Application of good knowledge of supervisory techniques, personnel policies and procedures.

- Ability to interpret oral and written instructions, construction plans and specifications, ordinances and related codes.
- Ability to provide clear and concise oral and written communications.
- Ability to establish and maintain effective working relationships with city officials, customers, architects, builders, subordinates and coworkers.
- Ability to keep records and reports.
- Ability to work under pressure to meet deadlines.

***Other Job Characteristics***

- Occasional climbing of ladders and stairs and exposure to inclement weather or hazardous chemicals at construction and facility sites while conducting investigations.
- Occasional exposure to irate clients.
- Occasional driving through City traffic.
- Frequent public presentations.

***Minimum Qualifications***

Education and Experience: Equivalent to a combination of an Associate's degree in public or business administration, architecture, engineering, construction technology or a related field, and four (4) years experience in building code inspection or enforcement, or plan review.

Licenses and Certificates: Certification by Southern Building Code Congress International or International Congress of Building Officials as a Building, Plumbing, Mechanical, Fire or Electrical Code Analyst by the time of appointment. Certification as a Building Official by the International Code Council within one (1) year of appointment. Texas Class "C" Driver's License or equivalent from another state.

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Personnel Director

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Department Head